



## Yubico Support Services

Industry leading product support focused on helping to ensure your success

Yubico is leading the charge toward a more secure and frictionless authentication future. Our team of experts brings knowledge and experience gained through hundreds of customer implementations to ensure help is available when you need it. Your success is our priority.

### Yubico Support Services offers:

- Priority support
- Add-on support for YubiCloud hosted service

### Yubico Support Services Overview

Priority support provides enhanced support for Yubico clients featuring

- 24x7 global support
- Priority problem resolution
- SLAs by severity level
- Support ticket visibility
- Defined severity levels and response times
- Support for the following Yubico products and tools
- YubiKey, YubiHSM, YubiHSM KSP, YubiKey Smart Card Minidriver, Yubico PIV Tool, YubiKey Manager, Yubico Authenticator



### YubiCloud Support Services Add-On

YubiCloud is a Yubico-hosted validation service for use with YubiKeys and the Yubico OTP protocol.

- Additional SLAs and support services for YubiCloud
- Available as an add-on to any support tier (cannot be purchased stand-alone)



24x7x365  
Global Support



Priority Problem  
Handling



Yubico Product  
Support



Dedicated  
Support Channel



Ticket  
Visibility



Defined SLAs  
by Severity



YubiKeys  
deployed in:

9 of the top 10  
global technology  
companies

4 of the top 10  
U.S. banks

2 of the top 3  
global retailers

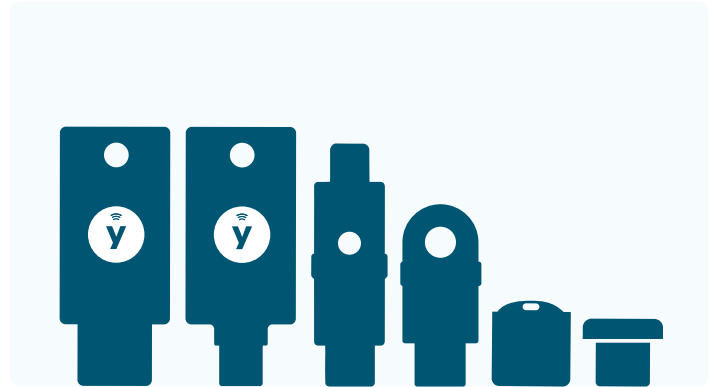
## Support Services SLAs

	Severity 4	Severity 3	Severity 2	Severity 1
<b>Support Available</b>	Business Hours 5am-5pm	Business Hour 5am-5pm	Intermediate 365 days/year	24/7 365 days/year
<b>Initial Response Time –Acknowledgement of the issue reported</b>	2 Business Days	1 Business Day	2 hours	15 minutes
<b>Support Request Update Frequency</b>	N/A		4 Business Hours (updates during business hours)	1 hour
<b>Availability of Service Target (YubiCloud Only)</b>	Proactive notification of scheduled maintenance/upgrades 99.9% - Not Including Maintenance/Upgrades			
<b>Incident Analysis Reporting to Support Customer (YubiCloud Only)</b>	N/A		Provided within 20 Business Days after issue resolution	

Business Days and Business Hours: are based on the Yubico entity that you are acquiring Support Services from. If Yubico, Inc., then Business Days and Business Hours are local to Palo Alto, California, U.S.A., if Yubico AB then local to Stockholm Sweden. Yubico, may, in its sole discretion, provide Support Services from its various worldwide office locations.

### Let Yubico Support Services make your success our priority

For more information, go to [www.yubico.com/support-services](http://www.yubico.com/support-services), or contact your Yubico sales representative.



**About Yubico** Yubico sets new global standards for easy and secure access to computers, servers, and Internet accounts. Founded in 2007, Yubico is privately held with offices in Australia, Germany, Singapore, Sweden, UK, and USA. Learn why nine of the top 10 internet brands and millions of users in more than 160 countries use our technology at [www.yubico.com](http://www.yubico.com).

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